

OFFICE SPECIALIST

DEFINITION

To perform a wide variety of general clerical duties related to the function and department assigned.

DISTINGUISHING CHARACTERISTICS

This is the full journey level class in the Office Specialist series and has the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. This class is distinguished from the Senior Office Specialist in that the latter performs advanced journey level work requiring a high level of independence and specialized knowledge.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor; and may receive functional and/or technical supervision from management, professional, or technical staff.

May exercise functional or technical supervision over less experienced clerical positions.

ESSENTIAL FUNCTIONS - Functions may include, but are not limited to, the following:

Perform general clerical duties related to assigned functional area and department.

Type, proofread and process a variety of documents including general correspondence, memos, and statistical charts from rough draft, dictaphone recordings or verbal instruction.

Act as a receptionist; answer the telephone and wait on the general public, giving information on department and assigned program policies and procedures; may use a radio to dispatch staff to service locations.

Issue, receive, type and process various applications, permits and other forms.

Process permits and licenses; collect and process fees and charges.

Schedule inspections and appointments as assigned.

Perform a wide variety of routine clerical work including filing, billing, checking and recording information on records.

Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

Compile information and data for statistical and financial reports; maintain ledger of expenses and revenue.

Maintain a variety of statistical records; check and tabulate statistical data; prepare simple statistical reports.

Operate standard office equipment including computer equipment.

Receive, sort and distribute incoming and outgoing correspondence.

May assist in the support of a board or commission including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meetings as assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

#### MINIMUM QUALIFICATIONS

##### Knowledge of:

English usage, spelling, grammar, and punctuation.

Modern office procedures, methods and computer equipment.

##### Ability to:

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Learn organization, procedures and operating details of the city department to which assigned.

Perform a variety of responsible clerical duties in support of department operations.

Work independently with little supervision.

Perform clerical work including maintenance of appropriate records and preparation of general reports.

Verify and check files and data.

Perform simple mathematical calculations.

Operate a variety of office equipment such as a calculator, computer and related software.

Type at a speed of 45 Net Words Per Minute.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

#### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

One year of responsible clerical experience is desirable.

##### Training:

Equivalent to completion of the twelfth grade.

#### License or Certificate

May need to possess a California driver's license as required by the position.

#### PHYSICAL DEMANDS

On a continuous basis, sit at a desk and/or stand at a counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.